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VIA ELECTRONIC FILING

Jocelyn G. Boyd, Esquire
Chief Clerk & Administrator
Public Service Commission of South Carolina
101 Executive Center Drive, Suite 100
Columbia, South Carolina 29210

Re: Kevin Marra, Complainant/Petitioner v. JMS Worldwide, LLC, Defendant/Respondent
ORS Response to Order No. 2018-144-H
Docket No.: 2018-211-T

Dear Ms. Boyd:

The South Carolina Office of Regulatory Staff ("ORS") presents this letter pursuant to Standing Hearing Officer Directive Order No. 2018-144-H which requested ORS "...investigate these matters fully, and that such investigation include examination and investigation of any and all of the documents and materials filed by Marra in this case."

On September 25, 2018, ORS submitted to the Commission, via letter, the findings from its June 2018 investigation of the complaint by Mr. Marra against JMS Worldwide, LLC ("JMS"). ORS found Mr. Marra was undercharged by \$49.00, JMS wrote Mr. Marra's credit card number on the bill of lading, and the items on the bill of lading were not clearly labeled.

ORS reviewed the documentation filed in this Docket by Mr. Marra and by JMS. ORS does not change its original conclusion. Mr. Marra provided supplemental documentation, much of which was provided to ORS during its June 2018 investigation. Mr. Marra also provided screenshots of websites, e-mail and customer comments which did not provide specific customer contact information.

Currently, ORS Consumer Services does not have any open, active complaints related to JMS. In the last eight months ORS received a group of complaints from JMS customers who were directed to ORS from Mr. Marra. ORS investigated each customer complaint in accordance with all applicable Commission rules and regulations. As is ORS's practice, ORS informed each customer of his or her right to file a formal Complaint with the Commission.

Since 2015, ORS received 13 complaints from customers related to service provided by JMS. Eight of those 13 were received between May and October 2018. ORS received no new complaints related to JMS since October 2, 2018.

Of the 13 complaints received in the last three years related to JMS:

1. Three were settled by the parties;
2. One resulted in a citation issued to JMS for an \$800 overcharge, the overcharge was adjusted in accordance with S.C. Code Ann. Regs. 103-199.5;
3. Two had slight overcharges which were adjusted in accordance with S.C. Code Ann. Regs. 103-199.5;
4. Two had slight undercharges;
5. Three were unregulated moves (commercial, filed by someone other than the customer, and interstate); and
6. Two complaints resulted in no action as the JMS bills of lading were accurate.

For comparison, ORS reviewed its records for consumer complaints related to certified household goods movers from January 2015 to present. Only one other certified household goods mover, All My Sons Moving and Storage, had more consumer complaints than JMS in the most recent 3-year period.

Of the complaints ORS investigated, a common theme among customers is that JMS exhibits poor customer service. ORS recommends JMS develop a Code of Ethics and/or Code of Conduct ("Code"), that the Code incorporate customer service best practices, and the Code be filed and approved by the Commission. The Code may address many of the concerns raised by Mr. Marra.

Sincerely,

Jenny Pittman

cc: Randall Dong, Esquire (via E-Mail)
Joseph Melchers, Esquire (via E-Mail)
Charlie Terreni, Esquire (via E-Mail)